

## Unit 1

1 1 B 2 C 3 C 4 B 5 D 6 A

2 1 A 2 C 3 D 4 C  
5 where they lived their early lives/The Parsonage at Haworth (and the town of Haworth itself)  
6 a few minutes from the town/Haworth  
7 like another character in their stories  
8 some of the most enduring works of English literature

3 1 connection 3 consideration  
2 countless 4 passionate

4 1 has been looking for  
2 see/understand what you are saying

5 1 work 2 give

## Unit 2

1 1 in orbit 3 positions  
2 observer/observers 4 sign

2a 1 D 2 F 3 C 4 A 5 E

2b 6 C 7 B 8 A 9 D

3 1 C 2 D 3 A 4 D 5 B 6 C

4 1 warned us to protect  
2 explaining the difference between

5 1 always remember seeing  
2 time to catch  
3 appeared to have  
4 was thought to be

6 1 different 3 utterly  
2 infancy 4 breathless

## Unit 3

1 1 C 2 D 3 A 4 E

2a 1 C 2 A 3 D 4 C 5 B

2b 6 C 7 A 8 B 9 D 10 A

3 1 due 3 depends 5 for  
2 like 4 There 6 more

4 1 Tom likes better/more than running  
2 twice as expensive  
3 Sarah gets/is, the more she  
4 more fashion-conscious than anyone

5 1 make 2 take 3 turned

6 1 lowering its impact on  
2 it tends to be  
3 make up my mind  
4 she makes her own from  
5 are supported by campaigners who  
6 accused of acting like/as if/as though

## Unit 4

1 1 (Lifelong learning can improve productivity in the workplace) by making sure that employees' skills are up to date.  
2 (Staff who use technology should) be shown the ropes, given plenty of time to practice and given support from experts in the field.  
3 (Making mistakes can prove valuable for employees) as long as they learn from them.  
4 (Employees who lack confidence can benefit from collaboration) because they feel that they can share in the successes but have equal responsibility for the failures.

2 1 our CVs 3 challenge  
2 positive 4 interview process

3 1 determined 3 unhappiness  
2 greatest 4 consistently

4 1 is bound to be/ will surely/certainly be in trouble  
2 there's/there is a good chance  
3 will have been working  
4 Molly is unlikely to apply  
5 is (due) to give/do/deliver / is giving/doing/delivering  
6 will be doing/running

5 1 on the verge of drawing  
2 has been burning the candle  
3 are due to be interviewed  
4 certain to face a lot  
5 (has) pulled a few strings

6 1 B 3 A 5 B 7 D

# Exam Skills Practice Key

2 C      4 D      6 A      8 B

## Unit 5

**1** 1 B    2 C    3 C    4 B    5 A    6 D

**2** 1 D      2 E      3 A      4 B

**3** 1 unconventional      3 satisfaction  
2 yourself              4 Behaviour(s)

**4** 1 could/may/might be/get fired  
2 not allowed to vote  
3 be/have been what  
4 not likely to/ unlikely to  
5 needn't have apologised/ didn't need to apologise

**5** 1 made              2 up              3 find

## Unit 6

**1** 1 (literary) sensation      4 interact  
2 the (far) left side      5 dreadful  
3 restricted legroom      6 avoid

**2a** 1 B    2 D    3 A    4 C    5 A

**2b** 6 originated/ came from    9 play  
7 to be followed              10 held  
8 were worn                    11 experience

**3** 1 was              3 tuning              5 were  
2 to                  4 up

**4** 1 had been flicked through  
2 is/was relied on to  
3 is said to be the  
4 have had to adapt to  
5 can be traced back to  
6 is going to be published

**5** 1 is said to be already      4 must not be taken  
2 to catch on with          5 will be staged  
3 has been/is called off

## Unit 7

**1** 1 C      2 A      3 D      4 E

**2a** 1 C    2 C    3 A    4 D    5 B

**2b** 6 Because she realised that not shouting was not healthy in the long run.  
7 Because even the tiniest mistake might be spotted by everyone in the audience, staring at you and hanging on your every word.  
8 They say that it is actually a fear of falling.  
9 trains and buses

**3** 1 D      3 A      5 C      7 D  
2 B      4 B      6 B      8 A

**4** 1 had her teeth cleaned  
2 neither does  
3 is having her eyes checked  
4 will get Sam to drive/ will persuade Sam to get  
5 do so

**5** 1 broke                      3 come  
2 picking                    4 up

## Unit 8

**1** 1 a (cost-effective) way of producing more food (from large farms)  
2 more crops and meat/ lower food prices and affordable source of food  
3 40,000 chickens and turkeys & 2,000 pigs  
4 more than half  
5 poor health and a variety of diseases  
6 pollution in/of the soil, rivers and oceans

**2a** 1 C      2 A      3 B      4 D

**2b** 5 countries that go through famines/ famine-stricken countries  
6 unemployed/ receiving welfare benefits  
7 10 million tonnes  
8 enough food for

**3** 1 expansion      3 restore      5 resources  
2 pressure      4 commitment    6 urgency

# Exam Skills Practice Key

- 4** 1 will carry on melting unless  
2 but for the intervention of  
3 in case we couldn't/could not  
4 will take years to reduce  
5 were you, I would be

- 5** 1 would have moved  
2 I weren't/were not working  
3 drivers don't/do not change  
4 if she had known (that)/ had she known (that)  
5 wouldn't/would not have had

## Unit 9

- 1** 1 C 2 C 3 B 4 A 5 B 6 D

- 2** 1 A 2 B 3 D 4 C 5 A

- 3** 1 to 3 of 5 make/take  
2 with 4 by 6 breaks

- 4** 1 if I were you 4 you didn't/did not talk  
2 would you have moved 5 Kate could have found  
3 I wish it wasn't/was not

- 5** 1 take 2 put 3 aside

- 6** 1 I would resolve my  
2 'd/would rather you did not/didn't  
3 I could, I would/ only I could  
4 only you didn't/did not shout  
5 (that) he had not/hadn't argued

## Unit 10

- 1** 1 competitive 4 range/selection/choice  
2 No 5 informed choice  
3 full refund/voucher 6 opinions

- 2a** 1 B 2 C 3 B 4 A

- 2b** 5 download an app 7 consumer research  
6 figure out 8 online giant

- 3** 1 C 2 A 3 B 4 B 5 D 6 D

- 4** 1 ordered us to deliver  
2 to have the flowers sent  
3 apologised for not having  
4 I needed the following  
5 wondered why no one/nobody had

- 5** 1 accused me of breaking/having broken  
2 insisted on receiving  
3 would have to wait  
4 must have had  
5 warned us not to touch

## Unit 11

- 1** 1 D 2 A 3 E 4 C

### 2 Text 1

- 1 D 2 A 3 B 4 A 5 D 6 C

### Text 2

- 7 (People should be careful when taking part in extreme sports) because many people have died doing BASE jumping, cliff diving or free solo climbing.  
8 the first and the second / thrill-seeking and the search for a new experience  
9 It makes them act on their thoughts as soon as they appear and make quick and sometimes foolish decisions.  
10 They turn to something newer or more exciting.

- 3** 1 overcome 3 opposition  
2 recovery 4 realistic

- 4** 1 despite being injured/ despite having been injured  
2 So many people watched  
3 Having trained/ After having trained  
4 in case it rained  
5 The only thing

- 5** 1 out 2 up 3 at 4 take

## Unit 12

- 1** 1 (since the start of) this century  
2 it is slowing down  
3 10 to 24  
4 earning less than \$1.25 a day  
5 in less developed countries  
6 it gives them a better start in life

# Exam Skills Practice Key

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2 1 D            2 B            3 E            4 C

3 1 expectancy            4 technological  
2 aging/ageing            5 inequality  
3 treatable            6 empower

4 1 and so have my  
2 both of whom  
3 (has) breathed new life into  
4 always stands up for  
5 turn over a new leaf

5 1 no circumstances should your boss  
2 have I seen  
3 had I got in  
4 do I remember  
5 Jake nor Lacey was

6 1 D    2 A    3 B    4 C    5 A    6 C

## Extra Practice Material

1 1 get            5 through            9 bring  
2 drop            6 take            10 down  
3 fallen            7 back            11 in  
4 given            8 break            12 come

2 1 will have been studying  
2 is said to be  
3 is no point (in)  
4 No sooner had I  
5 I were you/ I were in your shoes  
6 (has) apologised for making  
7 get used to  
8 in order to get  
9 are not/aren't allowed to  
10 I had been in your  
11 nothing I like better than/ nothing I like more than  
12 are having their (house, kitchen, etc) painted

3 1 is being shown            6 than anything else is  
2 used to            7 a good chance  
3 to set            8 made to have his  
4 me not to            9 Pam nor Ruby  
5 needn't/            10 if we (do) change  
need not have cooked

4 1 by far the most experienced/ absolutely the most experienced/ decidedly the most experienced  
2 weren't/were not able to take  
3 haven't I been told  
4 complained of/about having to wait  
5 had been training  
6 who won the award  
7 is on the verge of  
8 as if we were  
9 would have taken  
10 regret to inform you/ am sorry to inform you  
11 are sort of/ are kind of/ are somewhat/ are in some way  
12 is having her eyes checked/tested/examined

5 1 must have been so disappointed  
2 isn't/is not exactly easy to  
3 is regarded as one of  
4 matter how hard he tried  
5 is bound to make  
6 been accused of breaking  
7 not expected to see such  
8 gets her father to take  
9 hadn't/had not spent so much  
10 the government hadn't/had not passed  
11 should be made to  
12 has been looking for

6 1 distinction            7 commitment  
2 accompaniment            8 exhaustion  
3 fitting            9 collaboration  
4 glamorous            10 outcome  
5 entirely            11 empower  
6 unacceptable            12 assertive

## Unit 1

### Exercise 1

- 1 M:** Sarah, can you tell us a little bit about your charity work?
- F:** Sure. I volunteer at a food bank and that's great in one way, but so depressing in another. I mean, we used to run out of food and had to turn away starving families.
- M:** That must have been difficult.
- F:** It used to be. One day, though, I heard that the CEO of a supermarket chain was opening a new branch near us, and I decided to ask him for a generous donation. I'm what some people would call stubborn and I don't give up easily, so when I saw him in front of the cameras, I walked up and just told him what I wanted. I expected he'd be embarrassed, but he was quite composed and he agreed.
- M:** Really?
- F:** Well, we didn't get money, but we get all the food that's gone or about to go past its sell-by date. It's perfectly safe to eat and it feeds all those hungry mouths. So, no more starving families.
- M:** Pretty impressive.
- 2 F:** Morning. How can I help you?
- M:** Hi. I'd like to join the gym, please, but I'm not sure if this one's right for me. Can you tell me what's on offer here?
- F:** Sure. We have a swimming pool, a sauna and fantastic new machines that I think are some of the best in town. The full range is in our leaflet, as are all the extra activities. Here. Why don't you take one?
- M:** Is there anyone I can talk to, like a personal trainer, maybe?
- F:** I'm afraid they're all busy at the moment.
- M:** Okay. Is the gym popular? I mean do you have lots of members?
- F:** Actually, we've been voted the area's best gym three years in a row by town residents. I don't think we're the cheapest, but our facilities are second to none.
- M:** Okay, I'll have a think about it and I'll get back to you.
- 3 M:** Thanks for coming to the talk today. I'm going to start straightaway by asking a question: what does it mean to inspire? Well, if we look at the word's origins, we find it comes (possibly by way of a Greek concept) from the Latin *inspirare* which means to blow into, or breathe into. It may have been used literally in the past, but now it has taken on the metaphorical meaning of 'to influence someone to do something', and that's what I want to talk about today.

We all know inspiring people. It may be the names that have gone down in history, the ones that, with courage and determination, changed our world. We can mention Gandhi, whose nonviolent resistance to the British Empire eventually led to India's independence. We can talk about Maria Skłodowska-Curie, who won the Nobel prize twice and showed a generation of women scientists that their work was just as valuable as that of male scientists. How about Martin Luther King Jr, whose civil rights activism and speeches gave a voice to millions of people silenced by racism? Whether they knew it or not at the time, they inspired and continue to inspire the world.

But an inspiring person can also be someone a lot less well-known. It could be someone that has inspired us personally. That sports coach who, with a few well-chosen words, gave us the push to try that bit harder, a push that may have made all the difference to winning or losing. It may be someone who helps out at a charity. Someone who gives their time freely and generously, putting others before themselves. It could be a teacher, a friend, a relative, almost anyone who shows us a better path, one that they already have been walking.

So how can we become inspiring ourselves? I suppose at heart, inspiring is a way of leading your life without compromising. It means following what you believe to be right, whether it's a cause or a career, and refusing to give up despite any obstacles. It means leading without always knowing you are leading or sometimes without even wanting to. Here, then, is my advice. First, lead by example. Show others how they should behave. It's not good enough telling people what to do if they see you doing exactly the opposite. To be inspiring, you have to be trusted. Secondly, make sure you understand people. See the world from their point of view, recognise how they feel, and, again, they will start to trust you. Thirdly, recognise that inspiring people to change either themselves or the world is a long process. Little changes overnight. It takes time and the slow drip, drip, drip of persistence for that to happen.

I'd like to return to Gandhi to end this section of my talk. He most famously told us to, "be the change we wish to see in the world." An inspiring quote that also encourages us to be inspiring ourselves. We'll take a short break and, when we come back, I want to talk about some of the people I personally have been inspired by in my life.

# Audioscripts

## Unit 2

### Exercise 1

**[Female]:** A total eclipse of the Sun is one of the most impressive and also, for some, the most terrifying natural phenomenon. But just what is a total eclipse? It's quite simple really if we understand that the skies are full of objects in constant motion. The moon is in orbit around the Earth and the Earth goes around the Sun. A total solar eclipse happens when the moon passes in front of the Sun and covers it completely. For a short while, it blocks out the light from the sun and the planet directly underneath is plunged into darkness for all observers in its shadow.

Total eclipses are more common than you might think. They occur on average about every 18 months at different positions on our planet's surface. Many people travel around the globe to experience this amazing sight, but in the past many cultures linked solar eclipses with terrible events and even the end of the world. The Vikings believed that two wolves were chasing the sun and the moon. When one of them vanished, it had been caught and eaten. Whereas in Korea, it was believed that a frog ate the Sun. In many other cultures, the darkening sky was seen as a sign that they had done some wrong or that some major disaster was coming. To ward off the eclipse, some cultures used to make a lot of noise, heading out as the eclipse was starting and banging pots or drums to frighten it away. The director of Griffith Observatory in the USA likes to keep this tradition. Whenever there is a lunar eclipse, he and some willing members of the public make as much noise as they can in front of the observatory. He may not be entirely serious, but he does say that the noise always works and the light of the Sun returns to the Earth.

## Unit 3

### Exercise 1

**Speaker 1 [Female]:** I got into fashion when I was a teenager. I must have been watching something on TV, a fashion show or the news and I saw the models in their designer clothes. I think it was a pair of skinny jeans and I just knew I had to have them. Of course, there was a problem. Money used to burn a hole in my pocket, so how was I going to get them? Tightening my belt was no good as I didn't have a job so I wasn't earning anything. Luckily, I got a job as shop assistant in a clothes shop – not designer, normcore if anything. Pretty soon I'd saved up enough for my skinny jeans and the rest, as they say, is history.

**Speaker 2 [Male]:** I've never had a lot to spend on clothes, but to be honest, it's never bothered me too much. I've always gone for the retro look, the real one, not the fake retro designer clothes that cost a fortune. I don't bother with clothes shops or online, I just go straight for second-hand shops. That's where you find the real retro. I can get a whole

outfit there for under a tenner. And it's not just me that thinks I look good. I've had people on the street come up to me and ask me where I found a particular item of clothing. You should see their faces when I tell them it's all from charity shops! I may even open my own shop in the future dedicated to selling second-hand clothes. I'll make a fortune!

**Speaker 3 [Female]:** I was crazy about fashion as a teenager. I used to spend all of my pocket money on the latest trends and was always checking the websites for what was going to be popular next season. People began to notice how trendy I was and, eventually, some of my friends started asking me what they should be buying. I thought about starting a blog, but there are so many of them online. Then I had a brainwave – how about a YouTube channel telling people how to dress well on a shoestring. I know it seems a bit strange coming from someone who spent a lot, but there are loads of fashion conscious people out there who want to find decent clothes and I just point them in the right direction.

**Speaker 4 [Male]:** I left school and had no idea what I wanted to do with my life. I loved fashion, that was true, but I couldn't afford the clothes I really wanted. I got a job after a while at a fashion magazine, helping out in the office. Well, I've been there for over fifteen years and now I'm the editor. How did I do it? I just rolled up my sleeves and got down to it. I'd put in extra hours at night and at the weekend. Anything anyone wanted doing, no matter how trivial, I'd do it. I got promotion after promotion and kept at it. Last year, the old editor moved on and I went for the job. I must have impressed everyone because here I am today, and I can afford whatever I like.

## Unit 4

### Exercise 1

**F:** Welcome to the show. Tonight on Business World, we're talking about how the world of work is going to change in the coming years. With us tonight is Carl Kennedy, entrepreneur and owner of Kennedy Electronics. Carl, you've been running businesses for thirty years now. What changes are facing us in the years to come?

**M:** Hi. I think the pandemic forced some changes that were on the verge of happening anyway and some which good businesses have been putting into action for years now. Take lifelong learning for example. Any business who wants to get the best from its workforce has to have a programme of continuing professional development so that their employee's skills are up to date. That alone will make them more productive. Added to that is the fact that employees' recognise that by providing a variety of courses, you are investing in them as people. Help them and they will help you in return.

Technology is going to become even more essential

to the workplace than it is at the moment. Working from home has shown that an office can work even if most of its staff are at home. However, some staff still feel they don't have the skills to deal with IT. Anyone starting at a new job should firstly, be shown the ropes and then given plenty of time to practise. Once they feel secure, they can carry on themselves, but they also need support from experts in the field.

Encouraging a creative spirit has an incredibly positive effect on the workforce. They have to have the freedom to be imaginative in their problem solving. Every entrepreneur has the creative spirit to some extent. They thought of an idea, saw a gap in the market and capitalised on it. They have to allow that same creativity in the staff. If that means they occasionally make mistakes, then so be it, as long as they learn from them. I think we'll see a lot more collaboration at work. Some workplaces encouraged competition between staff, but that's no good for their mental well-being. Teamwork leads to better outcomes. In some cases, employees that don't have much confidence will feel that a weight has been lifted off their shoulders in that they can share successes as well as have equal responsibility for their failures. It's also easier to embrace that creative spirit in a group than it is working alone in a cubicle.

**F:** Seems to me that you've thought long and hard about how to get the best out of your workforce. We'll take a short break now and be back afterwards to talk about dynamic leadership.

## Unit 5

### Exercise 1

**Text 1 [Male]:** To be honest, last week was an emotional roller coaster. When I got the job at the library, I knew I was on a temporary contract for just three months. Anyway, last Monday, just as I was clocking off, the head librarian called me into her office. She said she was very happy with my work and that she was sorry to see me go, but the three months were up and that was that. I expected it, but I was down in the dumps for the next few days. I mean I loved that job and I'd made some real friends while I was working there. Anyway, it got to Friday and I was told to see the head librarian again. I was a bit apprehensive going in as I thought it would be the last goodbye, but she actually told me that they were extending my contract by another six months. I was ecstatic. I wonder if they're going to keep me on any longer after the next six months.

### Text 2

**M:** Did you want to see me?

**F:** Yes, Tom. Come in and sit down. It's come to my attention that you're seen as something of a problem solver in the office. I have a new role that will suit you

down to the ground.

**M:** Well, I'm not sure that I'd call myself a problem solver, but the other staff have said that I offer constructive criticism a lot of the time. What is the role exactly?

**F:** I want to put you in charge of well-being for the office. The workplace can be a stressful space and we need someone empathetic who can offer such things as conflict resolution without resorting to human resources.

**M:** It all sounds a bit out of my comfort zone, to be honest, but if you think I can do it, then I'm willing to give it a try.

**F:** Excellent! Now, let's schedule a meeting in which we can discuss the specifics of the role in a bit more depth ...

**Text 3 [Female]:** Hello, everyone, and welcome to this meeting. As you know, a few of the students at our school have been having some behavioural problems recently and we've been looking at how we as a staff can deal with these issues. It's fair to say that a lot of these problems come from the children not being able to recognise and regulate their emotions. That's why we've come up with a plan which may help.

It's called zones of regulation, and it uses a simple colour scheme that allows the children to monitor their emotions and gives them tips and advice on how to deal with negative feelings. The zones are green, blue, yellow and red. Let's look at green first of all. This zone is calm, rested and ready to work. This is the best zone for learning and it's what we need to have the children in. The blue zone is tired, maybe even bored, and not amenable to learning. Yellow is excitable; this could be excitable in a negative way, almost irritable, but they could also be too happy as well. The final zone is red, and as you might expect, it's an angry, unresponsive zone.

Now, once we know which zone the students are in, we can tailor our advice to them to help them get in that green zone. If they're blue, we need to wake them up or make them more interested in the lesson. That means getting them moving around to get the blood pumping. On the other hand, anyone in the yellow zone needs to calm down. They could be given a timeout of the class in a more tranquil place, for example, or given a brain break to settle them down. The red zone is where most of our behavioural problems come from, so we need to be careful. It is vital to find out what is causing the anger and, if possible, advise the students in this zone about how to calm down. Now, this leads me to more practical matters regarding the zones of regulation.

At the beginning of the day, as the children walk in, we'll have a form for them to complete. Next to their name, they use a felt-tip pen to colour in how they feel. Red for angry, yellow for excitable, blue for tired or green for ready to learn. Teachers should, during the first half hour of the lesson, look at what colour the children feel they are. If there are any reds, then teachers should have a word with them as soon as possible, find out why they are red and suggest ways that these children can move into the green zone for their learning.

# Audioscripts

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Zones of regulation is a toolbox that both staff and students can use to avoid any major issues in the classroom and around the school. Hopefully, the students will learn to understand their emotions and feel equipped to deal with them more easily. Obviously, this won't happen overnight, but we hope that by the start of next term, we'll be seeing some positive results.

## Unit 6

### Exercise 1

**Speaker [male]:** *Waiting for Godot* is Samuel Beckett's most well-known play. Famed for being a play in which, arguably, nothing happens twice, it is, in my humble opinion, a masterpiece of the 20th century theatre. Beckett won the Nobel Prize for Literature and, in his time, he was a literary sensation with plays and books. Imagine then my disappointment at last night's performance by the Audley Players at Audley Community Centre. To begin with, I was seated on the far left of the, admittedly, small hall. My view was strictly limited to the right side of the stage, any actors on the left being obscured by the curtain. Now, I know that this is not the fault of the Players, but the seats in the community centre are not made for watching a play – they're more for short meetings and the like. The wooden seats were incredibly narrow and my legroom was restricted to just a few inches, making the play's 90 minutes seem more like 90 hours. Once the play started, it immediately became obvious that there was almost no stage lighting, making it very hard to make out the actors. That perhaps wasn't a bad thing as it turned out that the lead performances of Vladimir and Estragon were both awful. Despite appearing in the same play, it seemed as though they were singing a very different tune. As far as I could tell, there was no interaction between them, with both of them speaking their lines out into the audience, not to themselves. The other actors were equally dreadful. There is really no excuse for this standard of performance. Yes, I know that this is amateur dramatics, but did the Audley Players have to be quite so amateur? Theatre-goers, I strongly recommend that you avoid this performance.

## Unit 7

### Exercise 1

**Speaker 1 [male]:** To be honest, I was feeling as fit as a fiddle. I only went along to the doctor's because I was starting a new job and they required a check-up. Well, imagine how I felt when I was told I had high cholesterol levels. Luckily, they weren't too high and the doctor suggested some lifestyle changes instead of going on tablets. I have three months before they check me again and, in that time, I have to lose about 10 kilos and cut out all the junk food I've been eating. It's not going to be easy, but I have to for my health and my new boss!

**Speaker 2 [Female]:** Wow, that has to be the most amazing four hours of my life, although my legs feel like concrete! I only got the idea for running a marathon six months ago. Someone in the office was doing one for charity and I thought: 'I can do that.' Mind you, it wasn't easy, although I'm used to doing the 5k park run every Saturday, but 42 kilometres is a lot different, I can tell you. And I've had my fair share of injuries over the last few months. Anyway, it was all worth it and I've raised over five hundred pounds for the local animal shelter.

**Speaker 3 [male]:** I've been laid up with a bad back for the last two weeks now. I was only putting some boxes in the attic when I felt it go. I was in agony. I was in so much pain that the doctor came to me. That doesn't happen very often these days! He told me there wasn't much he could do and recommended two weeks bed rest. He prescribed some painkillers for me as well. They did the trick and most of the pain has gone now. I'm just concerned that the same thing will happen again the moment I try to do anything.

**Speaker 4 [Female]:** I absolutely hate going to the doctor's. I have something called 'white-coat syndrome' which is basically a fear of doctors, hospitals, dentists, you name it, anything like that. Every time they take my blood pressure, it's really high, not because I have a problem, but because of the stress of having it done. I think it comes from a bad experience when I was a child. Having said that, I'm not one of those people who put off going to the doctor's because they're afraid of getting some bad news. No, I'm all for regular check-ups - I just can't stand them, though.

## Unit 8

### Exercise 1

**[male]:** Good evening. My name is Dr Kenneth Wilson and I would like to talk about the issue of intensive farming. What's that I hear you say? Well, intensive farming is a cost-effective way of producing more food from large farms.

It's something that has come in for a lot of criticism in recent times, and I'll come to that later, yet it is important to mention some advantages. It has allowed farmers to get more crops from their land and more meat from their animals. Through this we get lower food prices which means an affordable source of food for those living with food insecurity. I also need to say that it has done all this while following official guidelines for food production.

Okay, now that it is out of the way, here are some of the drawbacks to this method of growing crops. First of all, let's clarify what 'intensive' farms actually are? In the UK, to operate as an intensive farm, they have to get a permit from the government. To do this, they must have over 40,000 poultry birds – that's chickens and turkeys – or 2,000 pigs all intended for the table. That's a lot of animals, but it's not the end of the story. The UK has almost 800 mega-farms. More than half of



these are for chickens. Each one has approximately 200,000 birds, used for either their meat or their eggs. Seven of the biggest can house more than 1 million chickens at a time.

The problem lies in how they are housed and how they are treated during their short lives. These massive numbers of birds are contained in warehouses that provide artificial light and heat. They are crowded together side by side with often barely enough room to turn around let alone move around. This leads to poor health and a variety of diseases. Turning to the land used for crops, we see huge areas of deforestation as trees are cut down to allow land for more crops and the overuse of chemicals that pollute the soil, rivers and oceans. It's an awful picture, but one that is changing to a more sustainable method of food production. Let's look at organic and urban farming now. The good news is that supermarkets now offer a choice of products from both intensive and organic farming ... [Fade out]

## Unit 9

### Exercise 1

**Text 1 [male]:** To begin with, it wasn't easy at all. It was the first time I'd ever been abroad and I just don't think I was prepared for that side of being away for so long. I'd taken lessons in the language and I'd become quite good at the lingo, even if I do say so myself. I'd read up on the ways things are done over there, you know, the traditions and all that, too. And when I got there, I just threw myself into it and all that was like second nature to me. No, the thing was I just missed her so much. I got used to it after a while, but even now, I can't wait to get back even if it is for just a few weeks.

### Text 2

**M:** How did the meeting go, Emily?

**F:** It went well, Toby. To be honest, I had no idea that human resources could help when there's so obviously been a complete breakdown in communication. I mean, Kelly has been picking holes in everything I do for ages now. I was on the verge of quitting at one point.

**M:** Well, look, Emily, human resources are not just there for the hiring and firing, you know. They're there to ensure employees get on and that no one is stepping on yours or anyone else's toes. I've used them myself on several occasions.

**F:** Really? Does a chat with human resources always help?

**M:** Well, they have been known to add fuel to the fire, but, more often than not, they certainly ease tensions.

**Text 3 [Female]:** We've all made mistakes. We wouldn't be human otherwise. And we've all said at one time or another, "I wish I hadn't done that," or "If only I'd said that." I've done it, you've done it, we've all done it. Well, there's no point in wasting time and energy regretting our actions. There is something we can do instead and that is to say sorry. My

name's Dr Sophia Accardi and I'm here to talk about the art of apologising.

What does it mean to make an apology? Well, the word itself can be traced back to Ancient Greece. Apology comes from 'apologia' which means to make a speech in one's defence. That's interesting because a true apology is a little like a speech and we have a better chance of our apologies being accepted if we do just that, explain, rather than give a short, sharp 'sorry.' An apology has an important function in our social interactions. It is an acceptance of wrongdoing that sets out to repair the damage caused. It shows respect and empathy for the person wronged. Offering and accepting apologies is vitally important to our mental and physical health. Bottling up emotions such as anger and regret makes us anxious, causes stress and can even over time lead to disease. Medical research has shown that the act of making an apology can help us physically by reducing our blood pressure, calming our heart rate and making breathing easier.

So what are the elements of a perfect apology? They are 'regret', 'responsibility' and 'remedy.' We have to truly regret our actions, we have to show that we fully understand we are responsible for them, and we need to present some kind of remedy to whatever has gone wrong. When these are presented with real sincerity, an apology has been truly made. It will never change what happened but it has hopefully smoothed away the negative effects of whatever we did wrong in the first place and created a more positive future.

## Unit 10

### Exercise 1

**M:** Excuse me, miss, would you like to do a short survey for us?

**F:** It's not going to take long, is it?

**M:** No more than five minutes. Is that okay?

**F:** Sure.

**M:** Great. Well, the first question is: what attracted you to this supermarket?

**F:** Well, I'm on a budget so I don't want to pay more than I should for anything. This supermarket promotes itself as offering basic goods at prices that are competitive and that's why I tend to shop here.

**M:** Secondly, have you ever had any negative experiences with PriceRite?

**F:** I did make a complaint once, but I can't say it was a bad experience overall. I bought some insect repellent for my holidays and it was past its best-before date. I hadn't checked it in the shop as you just assume everything's okay. When I noticed the date, I contacted customer service and sent them a photo and the receipt. Within half an hour, they'd given me a full refund through a voucher that I got in an email. The response from the supermarket was great.

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**M:** That's good to know. How do you feel about the products we have in store?

**F:** Well, there's certainly an impressive range of products. There are so many sometimes that I find it hard to make a choice, but that's not a complaint really. Having said that, figuring out which is healthiest can be annoying. A lot of products don't make their ingredients very clear or have misleading information. I try to eat healthily and I need to make an informed choice when I buy, as do all shoppers.

**M:** That's the end of the survey. Are there any final comments you'd like to make?

**F:** Er, it's really good that PriceRite cares enough about its customers and lets them express their opinions. I always thought this was a good supermarket and I'll certainly recommend it to my friends in the future.

**M:** Thank you! We do value our customers. ... Excuse me, sir! Can you spare a few minutes to ... [fade]

## Unit 11

### Exercise 1

**Speaker 1 [Female]:** I've always been slim, everyone in my family is too. It's interesting really because people know not to insult overweight people but have no such problem when it comes to the thin. The worst thing I've ever been called is a bag of bones. The person who did it was really nice normally and, amazingly, she didn't intend to be hurtful. She just assumed that calling me that was a kind of compliment. It wasn't, and I told her so. She was horrified, but she could see what I meant when I explained how I felt. She won't do that again, that's for sure.

**Speaker 2 [Male]:** I've been trying to improve my health recently, not because my doctor thinks I need to, but really because I feel as though I'm not taking care of myself. I've started eating more healthily and I'm taking health supplements too. Oh, and I've cut out caffeine, too. That wasn't easy, I can tell you! I like to exercise, but I prefer to do it at home where no one can see me. There's loads of free fitness videos online so I just clear a space in the living room and do everything there. I did half an hour of aerobic exercise this morning and tomorrow I'm going to start yoga. This really is my year of getting healthy!

### Speaker 3 [Female]:

My problem is that I'm just too competitive. I will do anything to win. That's not to say I cheat. No, I have a very well-defined sense of fair play and would never break the rules. To be honest, I'm too worried that I would be caught out. It'd all be too humiliating. I get very disappointed with other footballers when I see them cheating. I mean, there they are in full view of all the spectators in the stadium and yet they still try to fool the referee. Why bother? They should just own up to what they've done or better still not do it in the first place!

**Speaker 4 [Male]:** My lifestyle had been sedentary since I was young. At a recent check-up, my doctor told me that I was fine at the moment, but if I carried on the way I was doing, I could be facing health issues in later life. That's why I bought myself a fitness tracker. Now, I know lots of people buy these but don't really use them to improve their health, but for me, it's been excellent for my running. It monitors my blood pressure, my heart rate, tells me how many steps I've done, you name it, it does it. It's still not easy to hit the road every day, but with the tracker watching what I'm doing, I have a lot more motivation.

## Unit 12

### Exercise 1

**[Female]:** For those of us born in the previous century, it often feels like the world is changing at an ever increasing speed. Maybe it's just an impression we get, but in actual fact, there have been plenty of substantial changes worldwide since the start of this century.

In that period, the world population has grown from 5.66 billion to an astonishing 7.4 billion. Although the rate of increase is slowing down, it is still estimated that there'll be over 10 billion of us by the year 2055. Of the current population, the young are dominating. The number of young people is at its height with 28% of the world's population between the ages of 10 and 24. And that's despite a rise in the number of elderly people worldwide.

Poverty is still an issue, even though, statistically, people are better off. It may surprise you to know exactly how extreme poverty is defined. The United Nations and the World Bank decided over a quarter of a century ago that people existing on less than \$1 a day were in extreme poverty. Now, that figure has risen since then, but it currently stands at \$1.25. Don't forget that that's not every hour, although that in itself would be low. No, that's every day. Having said that, the proportion of the population in extreme poverty has fallen, but there are still 1.18 billion people barely surviving on the money they earn. It's interesting to note that there actually is more than enough money to help these people – it's just not being distributed fairly. 8% of the world's population hold 82% of the wealth.

The good news is that we're living longer. The average lifespan is 5.2 years more and that's not just in developed countries, either. In fact, longevity has increased even more in less developed countries where life expectancy is now 8.9 years more. Education is another area where the world is becoming a better place. More and more children are attending primary schools worldwide, but the big success story here is the fact that more girls are being educated than ever before. This gives them a better start in life, and that's the helping hand necessary to raise them out of poverty. Now let's have a look at some slides that show just how ... [fade out]